



The

JANUARY/FEBRUARY 2013

Communicator



TECHNOLOGY

changing law
enforcement

DR. CARPENTER'S
place gets new life

MUSIC MUSEUMS
Noteworthy places to visit

A new year of hope & progress

As the calendar turns over and we recover from all the holiday gatherings (and all the food), the new year calls us to a time of reflection. What did we accomplish in 2012? What were the milestones? Where are we headed in the new year?



At New Hope Telephone Cooperative, I'm pleased to report that we have made significant progress in several areas. One of our more exciting projects is the magazine you are reading now. For many years you have enjoyed learning about your cooperative and the communities it serves through the pages of *The Communicator*. Since becoming your general manager in October, I have heard many comments about how important this award-winning magazine is to our members and employees.

This issue marks the beginning of a great improvement to *The Communicator*. With so many changes taking place in our industry, and so many things happening at NHTC, we knew we needed to ramp up our efforts to keep you informed. Through a regional partnership with other rural providers, we are enhancing the content of your magazine. Furthermore, this partnership will make publishing the magazine an even more cost-efficient project.

In each issue you will continue to see updates on our fiber project and information about our services. We will continue to shine a spotlight on local people and events. But you will also find helpful tips, industry news and interesting feature stories from across the Southeast in this publication. And in the true spirit of cooperatives, we are accomplishing this by working together with our sister companies across several states. Be sure to read Pages 2 and 3 to learn more about the increasing importance of such partnerships.

As we enter the new year, construction continues on our fiber project. We are working hard to provide all our members with access to a broadband network that is as fast and reliable as anything available anywhere in the country. In fact, many major cities do not have the technology we are working to build right here in New Hope, Grant and Owens Cross Roads.

I'm not exaggerating when I say this will change how we live. On Pages 8 and 9, we begin a series of articles exploring how broadband will impact various sectors of our society. After a few of these articles, I believe you will begin to see just how important broadband is to the advancement of rural America — just as important, I believe, as the arrival of electricity was in the 1930s and 1940s.

I continue to be impressed by the people I meet in these communities. The employees of NHTC have such a positive attitude and are willing to do whatever it takes to deliver the best in telecommunications service. The members of this cooperative have been so nice and welcoming, and I can't tell you how much your hospitality has meant to me and my wife. You've made us feel right at home during this transition.

Thank you for your support of NHTC. As a member, you are an important part of our progress and the reason we work hard to bring advanced telecommunications to our service area. I'm looking forward to creating a great 2013 together.

JIM COOK
General Manager



is a member-owned corporation
dedicated to providing communications
technology to the residents and
businesses of New Hope, Grant and
Owens Cross Roads.

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On the Cover:



NHTC Chief
Richard Foster
and others use
technology to
protect and serve.
Read the story on
Page 12.

NHTC celebrates Customer Appreciation Day

As part of National Cooperative Month, NHTC celebrated with their members during its annual Customer Appreciation Day. Record numbers made their way to the cooperative where they enjoyed refreshments, played games for door prizes

and met employees, including General Manager Jim Cook. The day ended with a drawing for a grand prize winner. Congratulations to Martha Cooper of Grant! She was the winner of the grand prize, a VIZIO 42-inch Full HD Smart Television.

Scenes from Customer Appreciation Day



The NHTC office will be closed Friday, Jan. 1 for New Year's Day.

The NHTC staff wishes you and yours a

Happy New Year!

INSPIRATION CORNER

Welcome 2013! New Year's is the one day celebrated by every nation. Funny how it gives us a feeling of Change. Change scares a lot of folks however. Mentioning change in church is like replacing the altar cross with a statue of Mickey Mouse. Mention change in the corporate world and anxiety levels rise like a thermometer on an August day. Mention change in a nursery and people run for cover. Change is a part of life, so I pray any change your life holds this year is welcome.

A relationship with God creates change. The book of Genesis tells us in the beginning was chaos, from which God brought order. Satan, using his downfall to change us, convinced Adam and Eve to deny God also. Satan wanted to be like God and God said "No". On his permanent vacation from heaven, Satan met Eve, convincing her they could be like God if they would deny Him. They did and everything changed. God then showed mankind how to get back in His graces, by coming to this world Himself, through Jesus. Jesus changed everything again. In February a lot of folks will honor St. Valentine, who tried to change the pagan Roman emperor, Claudius, who then had Valentine killed for the attempt. Yes, change is a part of God, but we learn from God Real change is in the heart. Learn how to make that change in a church near you. Doing so will change YOU from living dead, year to year, to Living Forever! May your New Year bring many blessings!

MICHAEL CARPENTER

Pastor of New Hope
United Methodist Church &
Oak Bowery United Methodist Church

Doc's place repurposed

By Kerry Scott

The old Dr. Carpenter's place on Main Drive in New Hope has been around for decades. The two-story rock building once housed a pharmacy downstairs, while the upstairs held exam rooms. A dentist even had an office upstairs for awhile.

But after Dr. Carpenter retired, the building sat vacant. For more than a decade, the building deteriorated before Larry and Tara Furlough, the owners of Furlough Land Company, purchased and refurbished the place. For a time after that, it served as a restaurant but again sat vacant for more than a year.

When Tara Furlough began planning the 50th wedding anniversary for her parents Jackie and Marshall Richardson, she and caterer Betty Nickelson decided the old restaurant would be the perfect place to have the event.

And it was.

"People came from all around and many of the locals went on and on about the place," recalls Nickelson.

It seemed everyone in town had memories of Dr. Carpenter.

"He was such a generous man who helped anyone, and often wasn't paid for his services," says Nickelson. "He couldn't turn down a soul in need."

Hearing reminders of all the good that had come from the man who originally owned the building sparked a desire within Nickelson. She dreamed of being able to touch other people's lives the way that Dr. Carpenter had. But what could she do?

As it turns out, there was plenty.

Furlough and Nickelson began talking about the needs in their community and it wasn't long before plans were in motion to help a cause dear to both of their hearts — education. Furlough has been a long-time supporter and board member of The C.A.R.E. Center, which provides several programs to help students achieve academic excellence. And Nickelson, after raising her own three children, took in her three nieces to raise. She says she understands the struggles working families and single parents go through to help their children further their education.

So Nickelson, who says she's helped cater events and throw



Betty Nickelson (right) and her niece Laura Glover make preparations for a party at Main Street Events.



Betty has raised her twin nieces Leah (center) and Laura Glover since they were in kindergarten. They are juniors at NHHS.

parties for just about everyone in town, began using Dr. Carpenter's place for a catering business, Main Street Events. All the profit from events held there go into a scholarship fund to help deserving students at New Hope High School pay for college or technical school upon graduation. In the blind application process, a committee will select the scholarship winners based on their community involvement, need, application and essay.

"The whole community is contributing to the scholarship fund each time they have an event here," explains Nickelson. "What better way to give back than that?"

In fact, during Founder's Day in October, Nickelson set up several different tablescapes to demonstrate some of the par-

ties Main Street Events could host. "I had tables decorated for Christmas, a Sweet 16 tea party, golden anniversary and more," she says. She also served refreshments and talked to everyone who passed by, explaining the scholarship fund.

As a result, two past graduating classes from New Hope High School have scheduled their class reunions at Main Street Events. "Isn't that amazing?" asks Nickelson. "I mean, these former classmates are going to have a great time at their reunion while helping their former school at the same time!"

Another idea being implemented at Main Street Events is a supper club. Several people have already committed to joining. Couples would enjoy an evening out, a delicious meal and make new friends — all while supporting a worthwhile cause. An added bonus, according to Nickelson, is that diners are also supporting the local economy and staying closer to home.

Nickelson hopes the community will latch onto the idea and help support the cause. "It will take us all working together to make it happen," she says. More than five people have already asked her what they can do to help. "My nieces are a huge help," she says. "They are hard-working girls. They will help clean, serve, polish silver or anything else I need. And I told the others who want to help that I will certainly let them. I can always use someone to chop carrots and celery, clean, decorate and set tables."

Other needs have also been filled by volunteers. There have been many donations already of refrigerators, stoves, counters and more, says Nickelson. "Everywhere I turn," she says, "God is opening doors. I don't believe it was an accident. God must put a burden on people's hearts and what they have, they give."

For Nickelson, what she has is talent. "I've been blessed beyond measure," she says. "God blesses me every day. He's given me the talent to decorate and cook, so I do. If we help one person with a scholarship because of this, that's wonderful. If we help 10, it's a miracle. And I believe in miracles." 📞



Profits from events held at Dr. Carpenter's place go into a scholarship fund for seniors from New Hope High School. The idea stemmed from an anniversary celebration held there for Tara Furlough's (top left with Nickelson) parents Jackie and Marshall Richardson. Nickelson can help plan, decorate and cater events for all occasions including wedding ceremonies and receptions like the one held for Jennifer and Marty Beason (bottom left).

Main Street Events is hosting a Grand Opening Celebration & Scholarship Fundraiser

Saturday, March 2

at Main Street Events in downtown New Hope

Call 256-692-8180 or 256-723-2519 for more info

All proceeds will go toward a scholarship fund for New Hope High School seniors.

Technology makes police officers safer and more efficient

By Mariann Martin

In the not-too-distant past, police officers spent much of their time filling out reports by hand. The reports that had to be filed with state agencies then spent days in the mail stream. It could take weeks for reports to be filed and records to be updated. That delay could leave officers in potentially dangerous situations.

But those days are long past. Today, the law enforcement agencies in Owens Cross Roads, Grant and New Hope are embracing technology. With broadband Internet service from NHTC, the departments are using their laptop computers to file reports, research crimes and criminal statistics, order supplies and even file requests for grant money.

Technology provides better services to their communities, makes their officers safer and saves time and money. For small

police departments with less than a dozen officers — who once struggled to provide the needed services to their growing communities — the time saved is especially critical.

“It reduces the time an officer spends pushing a pencil and puts him out in the streets,” says Owens Cross Roads Police Chief David Martin, who has been in law enforcement 34 years. “When I first got into law enforcement, I had never heard of a computer. Now we use them every day.”

The same laptop computers that officers are using in the office go with them when they are on the roads patrolling. With a computer in their cars, police officers now have access to much more information by simply putting in a license number or someone’s name. In the past, they would have to radio a dispatcher and get the

information, which would not only tie up the dispatcher but also take more time. The time lapse meant it was much longer before an officer knew whether the person he or she was talking to had a criminal history. Now, once the information is entered into the computer, it tells the officer about any outstanding warrants and can verbally warn officers if the person is considered dangerous, Martin says.

A swipe of a license automatically fills out a traffic ticket and warns an officer if the person he stopped has previous violent offenses. When a call comes in, a GPS system immediately displays on the computer screen the neighborhood where the call came in and the best route to get there. A list of outstanding warrants is updated in real time, rather than the time it used to take to pick up a warrant at the courthouse



Grant Police Chief Roger Hornbuckle uses a laptop while on patrol. Swiping a license can provide all the information needed to process a ticket or accident report.

or file an arrest. Portions of an accident report are drawn electronically with the help of GPS coordinates.

All of the reports an officer creates while out in the field are electronically sent to police headquarters, where a supervisor reviews and approves them. Grant Police Chief Roger Hornbuckle, who has been in law enforcement for more than 40 years, believes the computer system and new way of filing reports not only saves time, it also improves accuracy.

A report has to be correct, with all fields completed, before it will allow an officer to file it electronically. Also, the system will not allow an incorrect date or certain other information to be filled in. Accident reports, which had to be painstakingly drawn with a pencil and ruler in the past, can now be completed by inputting the GPS coordinates of the location where it happened. "The officer fills in the vehicle positions, but most of the other work is completed electronically," says Hornbuckle.

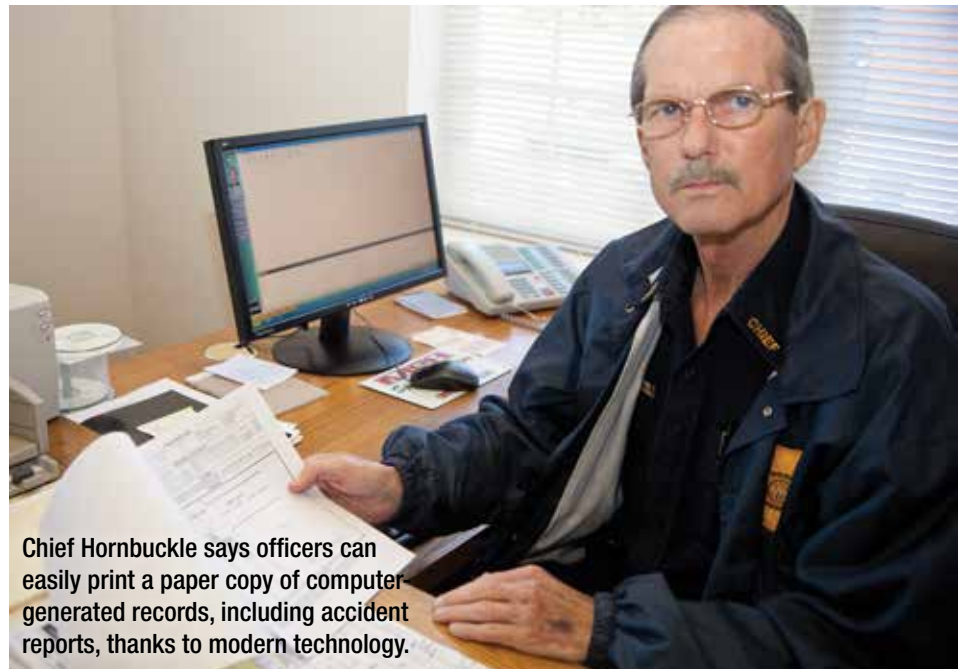
For these law enforcement supervisors, the dreaded work of going through and filing dozens of reports every month has been reduced to quickly approving reports and sending them in, usually every day. If something isn't completed correctly, a stroke on the keyboard sends it back to the officer to correct. After they review the reports, another click sends everything to the state records office.

"It's been outstanding and it makes all our lives so much easier," says Hornbuckle.

In New Hope, Chief Richard Foster, who has been in law enforcement more than 30 years, says having a laptop in the vehicle has another advantage for his officers. "In the past, when an officer made an arrest in New Hope," explains Foster, "he would go back to the office with the person he arrested, take that person into the police department and spend an hour or more filling out the report before he could take the person over to the jail." If the person wasn't cooperative, it could be a struggle for officers who had to bring them up a flight of stairs. Now, the officer can do all the work in his car quickly and efficiently, then carry the person arrested directly to jail.



OCR Chief David Martin reviews police reports daily. Once approved, he sends them to state agencies with the click of a button.



Chief Hornbuckle says officers can easily print a paper copy of computer-generated records, including accident reports, thanks to modern technology.

Captain Steven Dick of the New Hope Police Department agrees with his chief.

"In addition to being faster," he says, "It also means an officer spends less time with someone who may be dangerous or is looking for ways to escape."

While the biggest improvements may be in efficiency and accuracy, the computer systems also allow police officers to serve their communities better in small ways. During a recent morning, Captain Dick says he answered a phone call from a woman who wanted to pick up a police

report. In the past, his only choice would have been to drive back to the police department, find the report and print it. Thanks to the technology at hand, he simply punched the information into his computer while he was out patrolling the streets, brought up the report and printed it in his car. Then he called the woman and met her to deliver the report.

"It's so handy — I'm a rolling office," he says. "There's no reason for me to sit behind a desk." 📞



Join NHTC for

OPERATION Fill a Backpack

School supplies often need to be replenished midway through the school year. Let's help area kids by donating supplies for DAR, New Hope and Owens Cross Roads Schools.

Drop off your Operation Fill a Backpack donations at NHTC's business office during normal office hours from **Jan. 3 through Feb. 15.**

All supplies will be equally divided between DAR, New Hope and Owens Cross Roads schools. Each school will distribute the supplies in the manner they feel works best.

When you donate supplies, your name will be entered into a drawing. The winner of the drawing will get their NHTC services **FREE** for one month!

What supplies do teachers say are needed?

- ✓ Boxes of tissue
- ✓ Scotch Tape
- ✓ Large glue Sticks
- ✓ Ziploc sandwich & gallon size bags
- ✓ Graph Paper
- ✓ Markers - Classic Colors
- ✓ Pencils
- ✓ Composition books - wide ruled
- ✓ Dry erase markers - blue or black
- ✓ Crayons - box of 24 or 48
- ✓ Pink erasers
- ✓ 3-prong pocket folders
- ✓ Pocket folders without prongs
- ✓ Scissors - sharp (small or large)
- ✓ Watercolor paints - 8 color
- ✓ Spiral notebooks - wide- or college-ruled
- ✓ Wet wipes - antibacterial
- ✓ Highlighters
- ✓ Colored pencils - 12 or 24 ct
- ✓ Pencil top erasers
- ✓ Loose leaf paper - wide- or college-ruled
- ✓ 3x5 index cards
- ✓ 4x6 index cards
- ✓ Covered pencil sharpener
- ✓ Elmer's glue bottle
- ✓ Red pens
- ✓ Black or blue pens
- ✓ Rulers
- ✓ Paper towels
- ✓ Protractors
- ✓ Compasses

